

# Public Works

City of Newton Performance Management  
November 2011 Scorecard



## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting the target  
Red = actual value more than 10% away from meeting the target



## Trend Key

Up = actual value has gone up since last reporting period  
Right = actual value has stayed the same since last reporting period  
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
<b>1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.</b>					
		% of projects under budget	100	100	0
		% of projects on schedule	89	90	1
<b>2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.</b>					
		Total water meters installed	22553	22262	291
		Incidences of water contamination reaching unsafe levels	0	0	0
<b>3. Provide sewerage removal and stormwater management.</b>					
		% of water/sewer requests resolved within 24 hours	100	100	0
<b>4. Maintain public streets and sidewalks in a safe and passable condition.</b>					
		% of streetlamps repaired within 14 days of receipt	86	90	4
		Streetlamp repair backlog	151	100	51
		% of potholes repaired within 2 business days	90	95	5
		% of street repaves made within 5 days of schedule	100	100	0
		% of sidewalks made safe within 5 days	90	95	5
		Backlog of sidewalk repair requests	504	260	244
<b>5. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.</b>					
		% of trash pickups made on time without issue	99.90	99.50	0.40
		Trash tonnage (total)	1,698	1,784	86
		% of recycling pickups made on time without issue	99.96	99.50	0.46
		Recycling tonnage (curbside only)	910	932	22
		Curbside recycling % of total tonnage	35	35	0
		% of yard waste pickups made on time without issue	99.95	99.80	0

## Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.